

Missed appointments protocol

At Probert & Williams Eye Care we always attempt to remind you of your appointment, usually the day before by phone or text. If you are unable to make your appointment, please give us at least 24 hours notice.

If you miss an appointment, or are more than 5 minutes late we will try to contact you to check that you are okay in the first instance.

A charge will be made for appointments missed, cancelled or moved at less than 24 hours notice if we cannot fill that appointment. If an appointment is cancelled at short notice or missed, we will contact you to rearrange, and a charge for the full price of your examination will be placed on your account. If you attend for an appointment within 4 weeks we will waive this charge. If you miss a second or subsequent appointment we will place a charge for the full price of your examination plus £10 administration fee.

All charges must be settled within 4 weeks, and no further appointments will be booked until charges are settled.

We reserve the right to decline a booking based on previous missed appointments.

Lateness

We reserve the right to refuse to see patients if they are more than 5 minutes late for their appointment. This ensures we can still maintain a high quality service to the patients who will be seen after them. Any appointments missed because of lateness will be treated under the terms of our 'missed appointments protocol.'